



FY 2006
3rd Quarter
Report

Water Lines

SDW Hotline Report

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Top Ten Caller Topics

Topic	Number of Questions	Percent of Total* Questions
Local Drinking Water Quality	708	14
Consumer Confidence Report	651	13
Tap Water Testing	435**	9
Home Water Treatment Units	314	6
Coliforms	223	4
Safe Drinking Water Act	208	4
Lead	206	4
Bottled Water	175	3
Complaints About PWSs	161	3
Cryptosporidium	155	3

*A total of 5,048 questions from callers were answered by the Hotline in the 3rd Quarter of FY 2006.

**Citizens who obtain their drinking water from private household wells asked 12 percent of the tap water testing questions.

Calls and ECSS Incidents

Calls***	ECSS Incidents****	Total
3,629	268	3,897

***A single call may generate multiple questions.

**** Incidents registered through EPA's Enterprise Customer Service Solution knowledge base at the OGWDW Web site.

Published Quarterly

See past reports at

<http://www.epa.gov/safewater/hotline>

Safe Drinking Water Hotline: National Toll-free No.: (800) 426-4791

For More Information Contact:

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Operated by

Booz Allen Hamilton

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What's New

New Publications:

Quick reference guides and fact sheets for the Long Term 2 Enhanced Surface Water Treatment Rule (LT2 Rule) are available at www.epa.gov/safewater/disinfection/lt2/compliance.html.

Quick reference guides and fact sheets for the Stage 2 Disinfectants and Disinfection Byproduct Rule (Stage 2 DBP Rule) are available at www.epa.gov/safewater/disinfection/stage2/compliance.html.

An updated Consumer Confidence Reports (CCR) Web site for consumers and water systems is available at www.epa.gov/safewater/ccr.

The Stage 2 Disinfectants and Disinfection Byproducts Rule (Stage 2 DBPR) Implementation Guidance (EPA816-R-06-002) is available at www.epa.gov/safewater/disinfection/stage2/compliance.html.

The Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR) Implementation Guidance (EPA816-R-06-006) is available at www.epa.gov/safewater/disinfection/lt2/compliance.html.

Access to the LT2/Stage 2 Data Collection and Tracking System (LT2/Stage 2 DCTS) is available at www.epa.gov/safewater/disinfection/tools/tools-dcts.html.

Point-of-Use or Point-of-Entry Treatment Options for Small Drinking Water Systems (EPA815-R-06-010) is available at www.epa.gov/safewater/smallsys/ssinfo.htm.

Complying With the Stage 1 Disinfectants and Disinfection Byproducts Rule: Basic Guide (EPA816-B-05-004) is available at www.epa.gov/safewater/mdbp/implement.html.

A Water Security Handbook: Planning for and Responding to Drinking Water Contamination Threats and Incidents (EPA817-B-06-001) is available at <http://cfpub.epa.gov/safewater/watersecurity/index.cfm>.

Drinking Water State Revolving Fund Program: Delivering Sustainable Public Health Protection for America; 2005 Annual Report (EPA816-R-06-003) is available at www.epa.gov/safewater/dwsrf/index.html.

Ordering information for the *Interactive Sampling Guide for Drinking Water System Operators* CD-ROM (EPA816-C-06-001) is available at www.epa.gov/safewater/smallsys/samplingcd.html. The CD-ROM includes the Rule Wizard, a tool that enables to public drinking water systems determine their federal monitoring requirements. The Rule Wizard is also available online at www.rulewizard.org.

The UCMR Update, Issue 9 (EPA815-N-06-001a) is available at www.epa.gov/safewater/ucmr/updates.

Calendar:

Who?	What?	Where?	When?	More Information
NDWAC	Meeting of the Working Group on the Public Education Requirements of the Lead and Copper Rule	Washington, DC	April 19 and 20, 2006	
EPA	Celebration of National Drinking Water Week	Washington, DC	May 10, 2006	www.epa.gov/safewater/waterweek
EPA	Stage 2 and LT2 Webcast Training	Webcast	May 24, 2006	www.epa.gov/safewater/disinfection/training.html
EPA	Stage 2 and LT2 Webcast Trainings	Webcast	June 27 and 29, 2006	www.epa.gov/safewater/disinfection/training.html
EPA	Drinking Water Security Workshops	Various	On-going	www.epa.gov/safewater/security
DWA	SDW Regulatory Compliance Training	Various	On-going	www.epa.gov/safewater/dwa/calendar.html

Did You Know?

The United States has fresh water resources totaling about 660 trillion gallons (American Water Works Association).

Quarterly Trend

The Safe Drinking Water Hotline frequently receives requests for data or statistics regarding public water systems (PWSs). Typical questions may range from the number of PWSs using groundwater as their source water to the number of privately operated PWSs to the number of PWSs violating the Lead and Copper Rule. A useful resource and referral for callers with these types of requests for data is EPA's Data & Databases Web site (www.epa.gov/safewater/data/getdata.html), which provides several methods of accessing data found in the Safe Drinking Water Information System (SDWIS) database. SDWIS contains information about public water systems and their violations of EPA's drinking water regulations, as reported to EPA by states. This information includes, but is not limited to: public water system name, population served, primary source water, national drinking water standard violations, etc. SDWIS information can be accessed through the Envirofacts Data Warehouse, Excel PivotTables (multidimensional databases (MDBs) that provide online analytical processing), and hard copy reports (i.e., annual summary tables entitled Factoids). Hotline staff frequently use or refer callers to these options to obtain drinking water data or information, however, SDWIS is not a resource for monitoring data for PWSs. Persons with requests for PWS monitoring data should contact the water system directly or contact the State Drinking Water Program office.

Frequently Asked Qs & As

This section provides answers to frequently asked questions not necessarily represented in one of the Top Ten Topic categories.

Q: A consecutive system is a public water system that receives some or all of its finished water from one or more wholesale systems. Delivery may be through a direct connection or through the distribution system of one or more consecutive systems (40 CFR 141.2). Are consecutive systems exempt from the requirements of the Long Term 2 Enhanced Surface Water Treatment (LT2) Rule?

A: Consecutive public water systems (PWSs) that purchase treated water from wholesale PWSs that fully comply with the monitoring and treatment requirements of the LT2 Rule are not required to take additional steps (e.g., conduct additional monitoring or install additional treatment) for that water under the rule (71 FR 654, 657; January 5, 2006).

Additional information on the LT2 is available at www.epa.gov/safewater/disinfection/lt2.

Q: What are the source water monitoring requirements of the Long Term 2 Enhanced Surface Water Treatment Rule (LT2)?

A: The LT2 Rule requires public water systems (PWSs) using surface water or ground water under the direct influence of surface water sources to monitor their source water to assess the level of *Cryptosporidium*, *E. coli*, and/or turbidity. However, filtered systems are not required to conduct source water monitoring if the system will provide a total of at least 5.5-log of treatment for *Cryptosporidium* (40 CFR 141.701(d)(1)), and unfiltered systems are not required to conduct source water monitoring if the system will provide a total of at least 3-log *Cryptosporidium* inactivation (40 CFR 141.701(d)(2)). The requirements for the initial round of monitoring in 40 CFR 141.701(a) differ by PWS size (above or below 10,000 people served) and treatment plant type (filtered or unfiltered PWS). Systems that do not meet the monitoring avoidance criteria in 40 CFR 141.701(d) must monitor as follows:

1) Filtered systems serving at least 10,000 people must sample their source water for *Cryptosporidium*, *E. coli*, and turbidity at least monthly for 24 months.

2) Unfiltered systems serving at least 10,000 people must sample their source water for *Cryptosporidium* at least monthly for 24 months.

3) Filtered systems serving fewer than 10,000 people must sample their source water for *E. coli* at least once every two weeks for 12 months, unless they notify the state that they will monitor for *Cryptosporidium*. Filtered systems serving fewer than 10,000 people must sample their source water for *Cryptosporidium* if they exceed the screening level of *E. coli* based on source type. The state may approve an alternate indicator other than *E. coli* or an alternate screening level.

4) Unfiltered systems serving fewer than 10,000 people must sample their source water for *Cryptosporidium* at least twice per month for 12 months or at least monthly for 24 months.

More information on the source water monitoring requirements of the LT2 Rule is available in the document *Source Water Monitoring Guidance for Public Water Systems* (EPA815-R06-005). The document and additional information on the LT2 Rule are available at www.epa.gov/safewater/disinfection/lt2.

Q: As of the publication of the Stage 2 Disinfectants and Disinfections Byproducts Rule (Stage 2 DBPR), what are EPA's conclusions for the potential association between chlorinated drinking water and adverse health effects?

A: EPA concluded that there is at least a potential health concern from chlorinated drinking water based on a collective evaluation of the human epidemiology and animal toxicology data on cancer and reproductive and developmental health effects. EPA also took into consideration the large number of people exposed to chlorinated byproducts in drinking water (more than 260 million). Specifically, EPA concluded that (1) new cancer data since the Stage 1 Disinfectants and Disinfections Byproducts Rule (Stage 1 DBPR) (63 FR 69389; December 16, 1998) strengthen the evidence of a potential association of chlorinated water with bladder cancer and suggests an association for colon and rectal cancers; (2) current reproductive and developmental health effects data do not support a conclusion at this time as to whether exposure to chlorinated drinking water or disinfection byproducts causes adverse developmental or reproductive health effects, but do support a potential health concern; and (3) there is a need for public health protection beyond that provided by the Stage 1 DBPR, as indicated by the combined health data (71 FR 388, 394; January 4, 2006).

A further discussion of EPA's conclusions on the health effects of chlorinated drinking water, including a summary of the epidemiology studies reviewed for the Stage 2 DBPR, is available in the preamble of the Stage 2 DBPR (71 FR 388, 394-406; January 4, 2006). The rule and additional information are available at www.epa.gov/safewater/disinfection/stage2.

Q: Are Initial Distribution System Evaluation (IDSE) submissions provided to EPA's Information Processing and Management Center (IPMC) subject to FOIA requests?

A: IDSE submissions will not be considered confidential business information and are subject to the Freedom of Information Act (FOIA). IDSE submissions should not contain information that poses a security risk to the public water system (PWS). Chapters 5, 6, and 7 of the *Initial Distribution System Evaluation Guidance Manual* (EPA815-B-06-002, January 2006) provide guidelines on the kinds of information a PWS owner or operator may want to exclude from the distribution system schematic for security reasons.

Additional information about IDSE submissions is available at www.epa.gov/safewater/disinfection/stage2/compliance_idse.html.

Q: What is the Information Processing and Management Center (IPMC)?

A: EPA created IPMC as both a receiving facility and a Web-based data management system that allows EPA and states to access, track, and respond to Initial Distribution System Evaluation (IDSE) submissions (e.g., IDSE plan, IDSE report) required by the Stage 2 Disinfectants and Disinfection Byproducts Rule (*Initial Distribution System Evaluation Guidance Manual*, EPA815-B-06-002, January 2006).

Additional information about EPA's data management system is available at www.epa.gov/safewater/disinfection/tools/tools-dcts.html.

Q: What is the Long Term 2/Stage 2 Data Collection and Tracking System (LT2/Stage 2 DCTS) and how do I access it?

A: The LT2/Stage 2 DCTS is a tool designed to help manage data submissions and notifications associated with early implementation activities of the Long Term 2 Enhanced Surface Water Treatment Rule and the Stage 2 Disinfectants and Disinfection Byproduct Rule (DBP). There are two parts of the DCTS – the LT2 Data

Collection System and the LT2/Stage 2 Tracking System. The LT2 Data Collection System collects and tracks the *Cryptosporidium*, *E. Coli*, and turbidity data generated during the LT2 monitoring program. The LT2/Stage 2 Tracking System is designed for state and EPA staff to use during the implementation of the LT2 and Stage 2 DBP rules.

The DCTS can be accessed through the Central Data Exchange (CDX) at cdx.epa.gov.

More information, including instructions for registering for the DCTS, is available at www.epa.gov/safewater/disinfection/tools/tools-dcts.html.

Q: What is the timeframe for a laboratory to register for approval to conduct analysis under the Unregulated Contaminant Monitoring Rule (UCMR2)?

A: EPA began accepting requests for registration forms for methods associated with the UCMR2 contaminant list on August 22, 2005. Laboratories can immediately send a written request to register to participate in the UCMR2 laboratory approval process. In response to such requests, EPA will send the registration material and a copy of the UCMR2 Laboratory Approval Manual. Completed registration materials can be submitted during the proposal period but no later than 90 days after EPA publishes the final UCMR2 rule. EPA will then provide each laboratory with a customized application package that includes materials and instructions for the methods. Completed applications for the selected methods should be returned as soon as possible, but must be submitted to EPA no later than 210 days after the final rule is published.

Laboratories wishing to be considered for UCMR2 can send a letter requesting the registration material to the following address:

UCMR2 Laboratory Approval Coordinator
US EPA, Technical Support Center
26 West Martin Luther King Drive (MS 140)
Cincinnati, OH 45268

Laboratories may also e-mail their request to UCMR_Sampling_Coordinator@epa.gov.

Information regarding the UCMR2 laboratory registration and approval process is available at www.epa.gov/safewater/ucmr/ucmr2/labs.html.

Q: What are the public education requirements for non-transient, non-community water systems (NTNCWSs) that have exceeded the lead action level?

A: Within sixty days of exceeding the lead action level, NTNCWSs must distribute public education materials by placing informational posters in public places or in common areas of buildings served by the system, and distribute informational pamphlets and/or brochures to each person served by the NTNCWS. The NTNCWS must repeat the distribution of this information annually for as long as it exceeds the lead action level. A NTNCWS can stop delivering public education materials whenever its 90th percentile lead level is at or below the action level for one monitoring period. If the system exceeds the action level again in the future, the NTNCWS must resume the public education requirements within sixty days (40 CFR 141.85(c)(4-6)).

Q: What is the “white stuff” that appears in a glass as ice cubes melt and where does it come from?

A: The “white stuff” is a concentration of minerals dissolved in the water. Water freezes from the outside in. Ice is pure water, so as the water freezes, any dissolved minerals in the water are forced to the center. As the water continues to freeze, the minerals concentrate in the center, forming the “white stuff” (*Plain Talk About Drinking Water*, American Water Works Association, 2001).

Quarterly Summary of Hotline Service

Total number of calls answered	3,629
Total number of ECSS incidents	268
Average wait time (in seconds)	65
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 5 min	94.4%
Percent of callbacks answered in 5 days	100%
Number of times callers were transferred to the WSC Wellcare Hotline	965
Number of times callers listened to recorded message about CCRs	1,019
Number of times callers listened to recorded message about local drinking water quality for PWS customers	804
Number of times callers listened to recorded message about tap water testing and quality for household well owners	412
Number of times callers listened to recorded message about tap water testing for PWS customers	949

Comparison to Previous Year

	Calls	ECSS Incidents
3 rd Quarter FY 2006	3,629	268
3 rd Quarter FY 2005	4,324	251

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
Local Water System	299	21
State PWSS	221	16
State Lab Certification	193	14
EPA Internet	155	11
NSF/WQA/UL	141	10
AGWT/WSC	61	4
Combined Regions	48	3
FDA/IBWA	45	3
Other	40	3
Other Hotlines	37	3

*A total of 1,418 referrals to other resources, agencies, and organizations were provided by the Hotline in the 3rd Quarter of FY 2006.

Customer Profiles

Customer	Calls
Analytical Laboratories	23
Citizen - Private Well	219
Citizen - PWS	2,554
Consultants/Industry/Trade (DW)	189
Consultants/Industry/Trade (Other)	29
Environmental Groups	3
EPA	15
Other Federal Agency	13
Government, Local	29
Government, State	39
Government, Tribal	5
Spanish Speaking	45
International	10
Media	1
Medical Professional	11
Public Water System	303
Schools/University	39
Other	102
TOTALS	3,629

ECSS Incident Topics

Topic	Number of Incidents
Analytical Methods	3
Arsenic	22
Bottled Water	5
Compliance/Issues (PWS)	10
Consumer Concerns	16
Contaminants and Standards	44
Definitions	2
Facts, Figures, and Databases	8
Household Wells	24
Hurricane Katrina	1
Other	59
Local Drinking Water Quality	25
Long Term 2 ESWT Rule	13
Source Water Protection	9
Stage 2 D/DBP Rule	14
Tap Water Testing	6
Underground Injection Control	2
Water Security	5
TOTALS	268

Caller Question Topics

Topics	Number of Questions
Microbials/Disinfection Byproducts	
Chlorine	33
Coliforms	223
Cryptosporidium	155
Disinfection/Disinfection Byproducts (Other)	30
Long Term 2 ESWTR	82
Other Microbials	53
Stage 2 D/DBPR	111
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	14
Trihalomethane (THM)	33
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)	
Arsenic	41
Fluoride	40
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	15
Perchlorate	3
Phase I, II & V	40
Sodium Monitoring	9
Sulfate	2
Lead and Copper	
Copper	28
Lead	206
Lead Contamination Control Act (LCCA)/Lead Ban	5
Radionuclides	
Radionuclides (Other)	67
Radionuclides (Radon)	96
Secondary DW Regulations	
Secondary DW Regulations	80
SDWA Background/Overview	
Definitions & Applicability	41
MCL List	87
Other Background	80
SDWA	208

Topics	Number of Questions
Water on Tap	1
Other DW Regulations	
Analytical Methods (DW)	26
Contaminant Candidate List/ Drinking Water Priority List	8
Consumer Confidence Report (DW)	651
DW Primacy (PWS)	15
Operator (PWS) Certification	0
Other Drinking Water Security	36
Public Notification (PWS)	148
Security Planning Grants	0
State Revolving Fund (DW)	3
Unregulated Contaminant Monitoring Rule (UCMR)	29
Other Drinking Water	
Additives Program	8
Bottled Water	175
Complaints about PWS	161
Compliance & Enforcement (PWS)	43
Disinfection – Home Water	57
Home Water Treatment Units	314
Infrastructure/Cap. Development	11
Local DW Quality	708
Storage – Home Water	23
Tap Water Testing	435
Treatment/BATs (DW)	20
Drinking Water Source Protection	
Ground Water Rule	4
Sole Source Aquifer	4
Source Water/Wellhead Protection	31
UIC Program	16
Out of Purview	
Household Wells	74
Non-Environmental	69
Non-EPA Environmental	97
Other EPA (Programs)	99
TOTALS	5,048

EPA DISCLAIMER

Answers to questions in the Safe Drinking Water Hotline quarterly report are intended to be purely informational and are based on SDWA provisions, EPA regulations, guidance, and established policy effective at the time of publication. The answers given reflect EPA staff's best judgment at the time and do not represent a final or official EPA interpretation. This report does not substitute for the applicable provisions of statutes and regulations, guidance, etc., nor is it a regulation itself. Thus, it does not impose legally-binding requirements on EPA, States, or the regulated community. An answer to a question in this report may be revised at any time to reflect EPA's revisions to existing regulations, changes in EPA's approach to interpreting its regulations or statutory authority, or for other reasons. EPA may provide a different answer to a question in this report in the future.

Also, an answer provided in this report may not apply to a particular situation based upon the circumstances. Any decisions regarding a particular case will be made based on the applicable statutes and regulations. Therefore, interested parties are free to raise questions and objections about the appropriateness of the application of an answer in this report to a particular situation, and EPA will consider whether or not the recommendations or interpretations in the answer are accurate and appropriate in that situation. The information in this report is not intended, nor can it be relied upon, to create any rights enforceable by any party in litigation with the United States.

SAFE DRINKING WATER HOTLINE QUARTERLY REPORT
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APPENDIX A: FEDERAL REGISTER SUMMARIES

CORRECTIONS

"National Primary Drinking Water Regulations: Stage 2 Disinfectants and Disinfection Byproducts Rule"

June 29, 2006 (71 FR 37168)

EPA published corrections for the January 4, 2006, Stage 2 Disinfectants and Disinfection Byproducts Rule (71 FR 388).

NOTICES

"Semiannual Regulatory Agenda"

April 24, 2006 (71 FR 23226)

EPA published the Spring 2006 Semiannual Regulatory Agenda, which contained rulemaking information concerning several Safe Drinking Water Act regulations, including the Groundwater Rule, Radon Rule, modifications to the Lead and Copper Rule, Unregulated Contaminant Monitoring Rule, Contaminant Candidate List 3, Total Coliform Rule, and Airline Drinking Water Regulations.

"Agency Information Collection Activities: Proposed Collection; Comment Request; Information Collection Request for Contaminant Occurrence Data in Support of EPA's Second Six-Year Review of National Primary Drinking Water Regulations, EPA ICR Number 2231.01., OMB Control No. 2040.New"

June 5, 2006 (71 FR 32340)

In compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.), this document announced that EPA is planning to submit a new Information Collection Request (ICR) to the Office of Management and Budget (OMB). Before submitting the ICR to OMB for review and approval, EPA solicited comments on specific aspects of the proposed information collection.

Comments were to be submitted on or before August 4, 2006.

"Agency Information Collection Activities; Proposed Collection; Comment Request; Safe Drinking Water Act State Revolving Fund Program; EPA ICR No. 1803.05, OMB Control No. 2040-0185"

June 5, 2006 (71 FR 32342)

In compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.), this document announced that EPA is planning to submit a request to renew an existing approved Information Collection Request (ICR) to the Office of Management and Budget (OMB). This ICR is

scheduled to expire on November 30, 2006. Before submitting the ICR to OMB for review and approval, EPA is soliciting comments on specific aspects of the proposed information collection.

Comments were to be submitted on or before August 4, 2006.

**"Agency Information Collection Activities: Proposed Collection; Comment Request; 2007 Drinking Water Infrastructure Needs Survey Agency Information Collection; EPA ICR No. 2234.01, OMB Control No. 2040.New"
June 5, 2006 (71 FR 32344)**

In compliance with the Paperwork Reduction Act (44 .S.C. 3501 et seq.), this document announces that the EPA is planning to submit a request for a new Information Collection Request (ICR) to the Office of Management and Budget (OMB). Before submitting the ICR to OMB for review and approval, EPA is soliciting comments on specific aspects of the proposed information collection.

Comments were to be submitted on or before August 4, 2006.

**"Public Water System Supervision Program Revisions for the State of Ohio"
June 12, 2005 (71 FR 33749)**

The State of Ohio is revising its approved Public Water System Supervision Program. Ohio has revised its definition of a Public Water System, Consumer Confidence Report Rule, Public Notification Rule, Interim Enhanced Surface Water Treatment Rule, and Stage 1 Disinfectants and Disinfection Byproducts Rule. EPA has determined that these revisions by the State are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve these revisions to the State of Ohio's Public Water System Supervision Program.

The effective date of this action is July 12, 2006.